Klett
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1.6 Asking for and sending information

When the students have finished, elicit the answers.

Example answers

a Many thanks for your email dated ..., I have pleasure in attaching details of the mobile phone. Please find attached ...
b Thank you for your enquiry. I am attaching details of the mobile phone accounts that we offer.
c Please can you send me more information about the new ME300 Henrician mobile phone. Please could you also tell me when it will be available.
d Please could you send me a list of service centres for your air conditioners.

1.7 Message style

It is important to emphasise that a friendly, polite style is essential in business correspondence. The notes here show some ways in which English-language learners need to be aware of four they express themselves.

Example answers

a Dear Steven
Thank you for your email. I am glad that you received the package without any problems. I am also pleased to hear that you like the photographs.
b Dear Mr Wilson
Thank you for message of 15 June. I can confirm that we have now sent your order to you.
c Dear Sir or Madam [*or name*]
Thank you for your letter. I have passed your message to Mr Bill Smith, our accounts supervisor, and he will contact you shortly.
Yours faithfully / [*name*].
d Dear Ms Brown
Please could you let us have the address to send your order to.

1.8 Practice

Answers

a Observer special report b Yours faithfully c Swift ZX series
d Tom Lander

To:	Steve Turner <sdb@btinternet.com>
From:	Renata Pitkevich <rpitkevich@observer.org>
Subject:	Observer special report
Attached:	annotar.pdf

Dear Sir or Madam

This year, the Daily Observer newspaper will print a special report on travel agencies. We were wondering if **you would like** to **place an advertisement** in it.

I attach our price list and look forward to hearing from you.

Yours faithfully,
Renata Pitkevich
Advertising Manager

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Andrew Littlejohn
Frontmatter
More information

To:	Ms L Morales <isabelflorales@aol.it>
From:	Tom Lander <tlander@spectrumcars.co.uk>
Subject:	Swift ZX series
Attached:	leaflet.doc

Dear Ms Morales

Thank you for your email about the Swift ZX series sports cars.

I attach some information which I hope you will find useful.

Yours sincerely,
Tom Lander

1.9 Be polite!

Before you look through this section with the students, you could start a brief discussion on politeness in the students' mother tongue(s). How is politeness shown? Is it by the use of 'please' and 'thank you'? Is it by indirectness? How necessary is it to say *please* and *thank you*? You could then continue the discussion by looking through the notes in the Student's Book and asking the students if the example sentences would seem polite or impolite in their language.

Example answers

a Dear Mr Brown
Thank you for ordered the goods that we ordered from you (order no ...), but unfortunately these arrived very late. We would be very grateful if, in future, you could ensure that our orders arrive on time.
b Dear Marion
If it is convenient for you, we could meet next Monday at 1 p.m. I can only spare an hour for lunch, as, unfortunately, I am very busy currently, I will have to leave at 2 p.m., as I have another appointment.
c Dear Ms Mustapha
Thank you for your letter. I have now sent the goods to the address you gave. You should receive them on Tuesday.
d Dear Mr Smith
Please could you send me your price list for .... I would be grateful if you could send it as soon as possible, as we need the goods urgently.
Yours faithfully,
e Dear Sir or Madam
Please could you tell me your price for a Delphi ZX41 modem? I would be grateful if you could give me a fully inclusive price, including tax, packaging and delivery.

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